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Sep 5th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

As a former I.T. business owner for 33 years and now a retired citizen living in a rural community in Washington State, I have used the services of our small local Internet service provider, Gorge Net, ever since they started in business a few decades ago. We have adequate DSL service considering how far we are from the CO and how many roadblocks CenturyLink, who owns the copper, puts in the way. Now, it appears my service from Gorge Net is threatened by this new bill.

Gorge Net has provided me Internet service when, despite trying for years to get promised 20 mbps service from CenturyLink (my local phone provider), I could get nothing else. And CenturyLink can't even tell me why I can't get the fiber that all my neighbors have on the same TAP as me. The service I have received from CenturyLink has been so poor that I've been forced to contact our public service commission in Washington State just to get them to fix a broken phone line that has languished unrepaired for eight months despite at least fifteen calls and promises from CenturyLink that someone was coming to help me. Since my Internet service comes over this same copper, the damaged line affected both voice AND Internet service, making both nearly unusable.

Any issues I've had with Gorge Net have been resolved quickly and I was always able to speak to the SAME PERSON. When I call AT&T (my long-distance provider in Washington state and my Internet provider at our second home in Birmingham, Alabama) or CenturyLink, I must wade through labyrinthine menus, then I get someone in California or Missouri or Kentucky or Georgia, but never anyone local. And I can NEVER count on my issue being resolved, which makes me reluctant to call for ANY reason.

Right now, if I need to speak with someone face-to-face, I can drive a few miles to the Gorge Net HEADQUARTERS and speak to a real PERSON. And I am welcomed through the doors by friendly staff. CenturyLink and AT&T won't even provide you a phone number to their headquarters if you feel you aren't being helped by their so-called repair services. And both headquarters are located 3,000 miles from us! They have no connection with our community whatsoever. Gorge Net shows up at county fairs, parades, community days, and just about any event in our county you can think of. I've NEVER seen AT&T or CenturyLink at such events. And Gorge Net is a supporter of our local schools, providing Internet services at extremely reduced cost or for FREE. You won't ever see that from CenturyLink or AT&T.

Every time CenturyLink comes to our home to provide repairs, I've been told by their OWN WORKERS that they are a terrible place to work, that CenturyLink HATES rural customers because they lose money on us, and that orders unaccountably "get lost" and they, the workers, get blamed and given an ear-full when, after customers have tried several times to get repair service, they are finally dispatched by one of those representatives I mentioned located in a remote place far from the customer. This has reflected our experience time and again over the past decade. Why would we EVER want any company in our small rural town who considers us bad business? That tells me as soon as they got hold of our accounts and took them away from Gorge Net that they'd raise prices. Gorge Net seems to feel their fees are reasonable and they've made a modest profit over the years. It defies logic that CenturyLink and AT&T can't make a go of business in our small community without raising prices, but that is what they say they need to do.

No thank you, please DO NOT pass any legislation that would hamper rural communities in their access to Internet service providers. The Telecommunications Act hamstrings end-users enough as it is. We've lost net neutrality--please don't take away our access to local providers. We don't want to do business with the likes of AT&T or CenturyLink. They are TERRIBLE corporate citizens. Deny this most recent provision. If you approve it, CenturyLink has already told us we will have NO INTERNET ACCESS from them at our home for the foreseeable future--and they can't even tell us why. Someone clicked a box in their computers and it can't be unchecked is all they can articulate to us and we have no recourse but to just take it. Terrible.

Terry Stone